

Newton Free Library

City of Newton Performance Management
April 2011 Scorecard



Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting the target
Red = actual value more than 10% away from meeting the target



Trend Key

Up = actual value has improved since last reporting period
Right = actual value has stayed the same since last reporting period
Down = actual value has worsened since last reporting period

Metrics measured monthly unless otherwise noted

Traffic Light	Trend	Performance Metrics	Actual	Target	Variance
1. Provide patrons with up-to-date and relevant collections and resources					
		Main Library circulation	145,038	148,000	2,962
		Interlibrary Loans (updated yearly in June)	167,826	167,826	0
		Overall Total Circulation including interlibrary loans (updated yearly in June)	1,982,502	1,982,502	0
		Percentage of Newton residents that have library cards (updated yearly in June)	56.3	56.3	0
		% of total circulation from Newton's collection (updated yearly in June)	93	93	0
2. Provide enhanced access to library resources and services					
		Percentage of circulation using Express Lane checkout	23	23	0
		Total log ins to library homepage	45,572	51,300	5,728
3. Serve as curator and partner in the pursuit of information, entertainment and culture.					
		Total visitors to the library	59,834	63,000	3,166
		Total programs	120	131	11
		Total patrons attending programs	3,075	3,400	325

Notes